



IN THE  
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Timothy L. Goldstein

Confirmation No.: 9628

Application No.: 09/909,329

Examiner: Edelman, Bradley

Filing Date: 07/19/2001

Group Art Unit: 2153

Title: APPARATUS AND METHOD FOR PROVIDING CUSTOMER SERVICE

Mail Stop Amendment  
Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

Sir:

This Information Disclosure Statement is submitted:

( ) under 37 CFR 1.97(b), or  
(Within three months of filing national application; or date of entry of national application; or before mailing date of first office action on the merits; whichever occurs last)

(X) under 37 CFR 1.97 (c) together with either a:  
(X) Statement under 37 CFR 1.97(e), or  
( ) a \$180.00 fee under 37 CFR 1.17(p), or  
(After the CFR 1.97 (b) time period, but before final action or notice of allowance, whichever occurs first)

( ) under 37 CFR 1.97 (d) together with a:  
( ) Statement under 37 CFR 1.97(e)(1) or (2), and  
( ) a \$180.00 fee set forth in 37 CFR 1.17(p).  
(Filed after final action, a notice of allowance, on or before payment of the issue fee)

Please charge to Deposit Account **08-2025** the sum of \$0.00. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account **08-2025** pursuant to 37 CFR 1.25.

(X) Applicant(s) submit herewith Form PTO 1449 - Information Disclosure Statement together with any required copies of patents, publications or other information of which applicant(s) are aware, which applicant(s) believe(s) may be material to the examination of this application and for which there may be a duty to disclose in accordance with 37 CFR 1.56.

( ) A concise explanation of the relevance of foreign language patents, foreign language publications and other foreign language information listed on PTO Form 1449, as presently understood by the individual(s) designated in 37 CFR 1.56 (c) most knowledgeable about the content is given on the attached sheet, or where a foreign language patent is cited in a search report or other action by a foreign patent office in a counterpart foreign application, an English language version of the search report or action which indicates the degree of relevance found by the foreign office is listed on form PTO 1449 and is enclosed herewith.

It is requested that the information disclosed herein be made of record in this application.

(X) I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313-1450. Date of Deposit: 2/22/2005  
OR

Respectfully submitted,

Timothy L. Goldstein

By Timothy L. Goldstein

Jon E. Holland

Attorney/Agent for Applicant(s)  
Reg. No. 41,077

Date: 2/22/2005

( ) I hereby certify that this paper is being transmitted to the Patent and Trademark Office facsimile number \_\_\_\_\_ on \_\_\_\_\_.  
Number of pages: \_\_\_\_\_

Typed Name: Shana L. East

Signature: Shana L. East

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**PATENT APPLICATION**  
**ATTORNEY DOCKET NO. 10007815-1**

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**STATEMENT UNDER 37 CFR 1.97(e)**

**Sir:**

The undersigned hereby certifies that either:

(X) Each item of information contained in the Information Disclosure Statement was cited for the first time in a communication from a foreign patent office in a counterpart foreign application, not more than three months prior to the filing of the statement, or

( ) No item of information contained in the Information Disclosure Statement

    -- was cited in a communication from a foreign patent office in a counterpart foreign application, and

    -- to the knowledge of the undersigned, after making reasonable inquiry, was known to any individual designated in 37 CFR 1.56 (c) more than three months prior to the filing of the Information Disclosure Statement.

Respectfully submitted,  
Timothy L. Goldstein

By   
Jon E. Holland

Attorney/Agent for Applicant(s)  
Reg. No. 41,077

Date: 2/22/2005

Telephone No.: (256) 704-3900



Form PTO-1449

Attorney Docket No.  
10007815-1Serial No.  
09/909,329

## INFORMATION DISCLOSURE CITATION

(Use several sheets if necessary)

Applicant  
Timothy L. GoldsteinFiling Date  
07/19/2001Group  
2153

## U.S. PATENT DOCUMENTS

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	A	5,563,805	10/8/96	Arbuckle, et al.			
	B						
	C						
	D						
	E						
	F						
	G						
	H						
	I						
	J						
	K						

## FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation
							Yes      No
	L	GB 2 356 271 A	5/16/01	Dell Products, L.P.			
	M						
	N						
	O						

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, etc.)

	P	
	Q	
	R	

\* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED: